

In the specification:

On page 5, lines 14-29, change the paragraph to read as follows:

In addition, the routing information may be used to identify the particular system (e.g. PSTN 16, Internet 44, CATV 60, land mobile radio 56, satellite 68, etc.) within which the identifier is to be used. In the case of the transaction processing system 10, the routing information may be in one embodiment simply identify the port through which the customer contact is to be processed. For example, a port for an Internet customer contact may be an Internet connection with the host 34. A telephone customer contact may be processed through a first set of trunk connections 42 using a respective port of a switch 36 of the ACD 18. A customer contact with a cable subscriber 52, land mobile user 56 or satellite customer 54 may be processed through a second set of trunk connections 70 using a respective port of the switch 36 of the ACD 18. The identifier and routing information may, together, be referred to herein as customer contact associated information. By using the customer contact associated information, the system 10 may initiate outgoing customer contacts to the customers 46, 48, 50, 52, 54, 56. The bi-directional nature of transaction processing of customer contacts in some embodiments may be reflected by using the ~~phase phrase~~ "customer contacts with customers 46, 48, 50, 52, 54, 56".

On page 6, lines 10-19, change the paragraph to read as follows:

Customer contacts with customers 46, 48, 50, 52, 54, 56 may be routed to transaction processing entities (e.g. agent stations 20, 22) based upon one of two formats. Under a first format, a customer contact may be detected by the ACD 18 as a switched circuit format formed through the PSTN 16. Customer contacts received under the first format are typically delivered along with customer contact associated information (e.g., DNIS, ANI, ESN, switch port number, etc.). Customer contact associated information may be used by a CPU 40 as a means of routing the customer contact. Customer contacts under this first type may be routed based upon any of a number of predetermined

criteria (e.g., the number called, the identity of the caller, the ~~local~~ locale of the caller, the time of day, etc.).